

NOVEMBER 18, 2013

# UIA UPDATES

## *Top 5 Questions from Customers*

**Q** How do I file for Emergency Unemployment Compensation?

**A** You should continue to report for benefits using MARVIN by phone or online through MiWAM, and the Agency will notify you by mail explaining how to apply for the first EUC extension — Tier 1. There is no application process for the EUC Tiers 2 through 3.

**Q** I disagree with the decision that I received. How do I protest or appeal?

**A** If you disagree with the determination or redetermination and wish to protest or appeal, you must do so in writing through the mail or online using your MiWAM account. If mailing in your protest, be sure to include your name and Social Security number and make sure you sign the protest. Be sure to clearly state the reason for disagreeing with the decision. File your protest using Form UIA 1706, which you can find at [www.michigan.gov/uia](http://www.michigan.gov/uia). The determination or redetermination becomes final unless your protest is received by UIA no later than 30 calendar days from the mail date shown on the determination. To protect your rights, continue to report for benefits with MARVIN or online through MiWAM. For instructions on how to sign up for a MiWAM Account, visit [www.michigan.gov/uia](http://www.michigan.gov/uia). Click on MiWAM Toolkit for Claimants.

**Q** Why did MARVIN only pay me for one week?

**A** Certification questions are presented for single weeks when calling MARVIN or reporting online through MiWAM. Make sure you answer questions for all available weeks to receive your proper benefit payment. Your next appointment time to report for benefits can be viewed on MiWAM. If you don't have a MiWAM Account, sign up at [www.michigan.gov/uia](http://www.michigan.gov/uia). Click on Michigan Web Account Manager for Claimants and Employers. For instructions on how to sign up, click on MiWAM Toolkit for Claimants.

**Q** Do I have to register for work with Pure Michigan Talent Connect?

**A** Yes. Whether you have a regular claim or Emergency Unemployment Compensation (EUC), you must register for work to be eligible for unemployment benefits. To register, you must create an account and profile with Pure Michigan Talent Connect no later than three business days before your first contact to report for benefits. Create your profile directly online at [www.mitalent.org](http://www.mitalent.org), or call 1-800-285-WORK (9675) for the MWA nearest you. Even if you register for work on the Internet, you must also report in person to an MWA service center at least three business days before your first report to MARVIN. MWA staff will validate your profile for the UIA. Failure to register may prevent the payment of your benefits.

**Q** I am waiting for a decision about my claim. What should I do?

**A** While we try to issue our determinations and/or decisions in a timely manner, some cases require additional investigation and evaluation and take more time. Please submit an inquiry through your MiWAM Account to get information about your specific case.

[www.michigan.gov/uia](http://www.michigan.gov/uia)